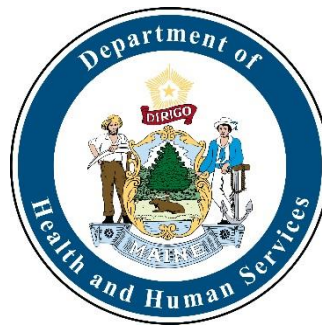


Primary Care Plus (PCPlus) Orientation: Operations

July 2022



Agenda

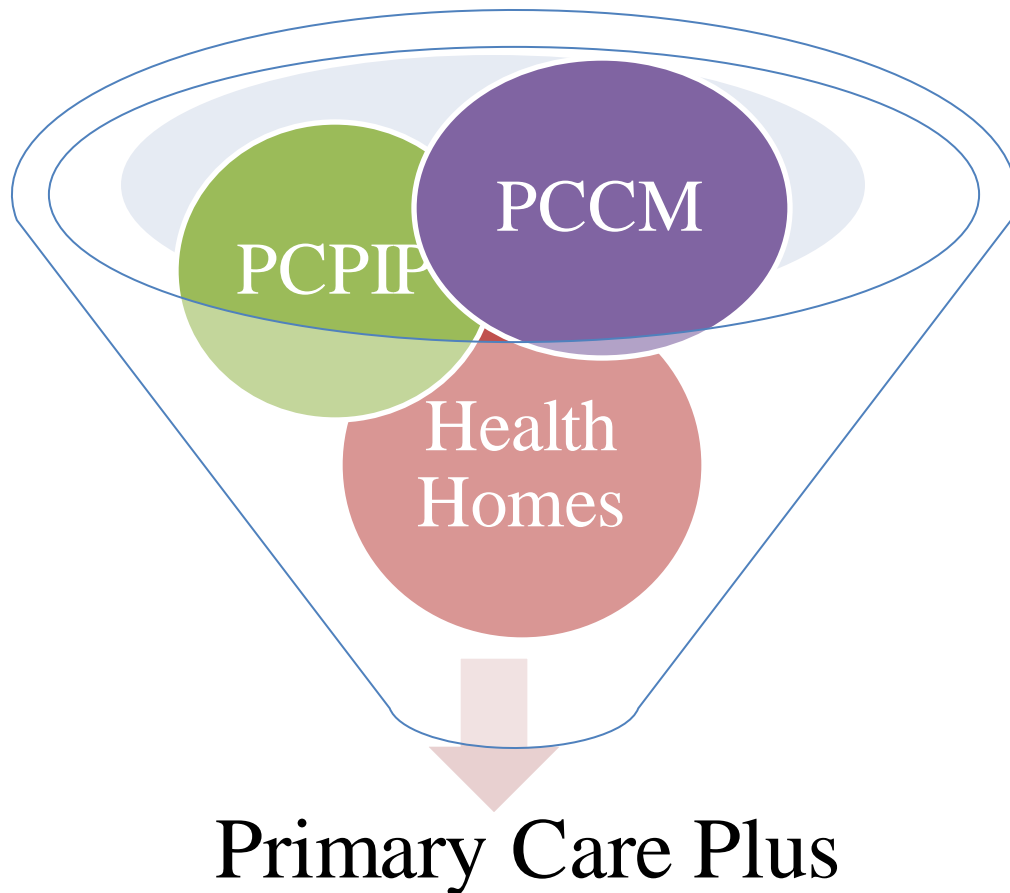
- Report Access and Content
- Methodology and Operations Schedules
 - Attribution
 - Reimbursement
 - Quality
- *Operations and Methodology Guide* and Other Supports

Components of Health Care Reform

Health care transformation includes:

- Changing the way care is delivered (*General Orientation Webinar*)
- Changing payment to support desired outcomes and the care model (*General Orientation Webinar*)
- Changing the way health care is administered and how payers and providers operate (*Operations Webinar*)
- Engaging with partners/stakeholders on a continuous basis (*Both Webinars*)

Reminder: PCPlus Replaced and Improved upon Primary Care Programs



These programs ended:

- Primary Care Case Management
- Primary Care Provider Incentive Payment
- Primary Care Health Homes

Key Operational Changes PCPlus Includes: Member Eligibility and Attribution

Members Eligible for Inclusion:

Previous/Ended	Current: PCPlus
PCCM/PCPIP: Did not include various member groups	Members with full MaineCare eligibility, even with another payer as primary.
Health Homes: Required chronic condition eligibility	

Members Attribution:

Previous/Ended	Current: PCPlus
PCCM/PCPIP: If a MaineCare member didn't select a PCP when they enrolled in MaineCare, MaineCare assigned them to a PCP.	Members are only attributed to a location where they have received services. Primary care claims determine when/if a member is attributed. Members can opt out of services.
Health Homes: PCCM assignment led to HH assignment. Providers added/removed members to their panels. Members could opt out of services.	

Key Operational Changes PCPlus Includes: Referral and Attestation

Previous/Ended	Current: PCPlus
PCCM/PCPIP: Members must go through their designated PCCM PCP for accessing specialty or non-PCP services, requiring a referral in the billing system for many services or the claim may not pay.	If required by other policy sections. Otherwise, primary care providers and specialists may determine when to submit referrals. No connection to claims payment.

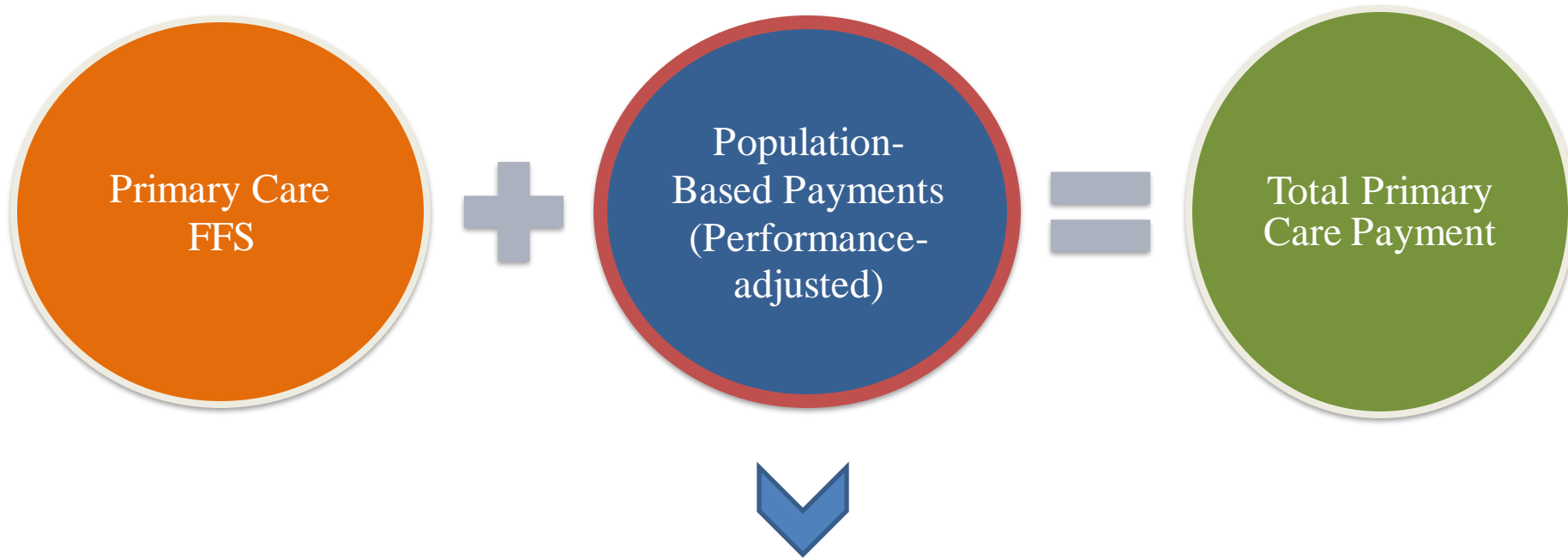
Payment attestation:

Previous/Ended	Current: PCPlus
PCCM/PCPIP: None required. Payments were automated monthly based on member assignment.	None required. Payments are automated monthly based on member attribution. Provider required to meet service and tier level requirements.
Health Homes: Providers attested to services delivered by selecting a checkbox for each member served, each month, in the VMS portal.	

Reimbursement

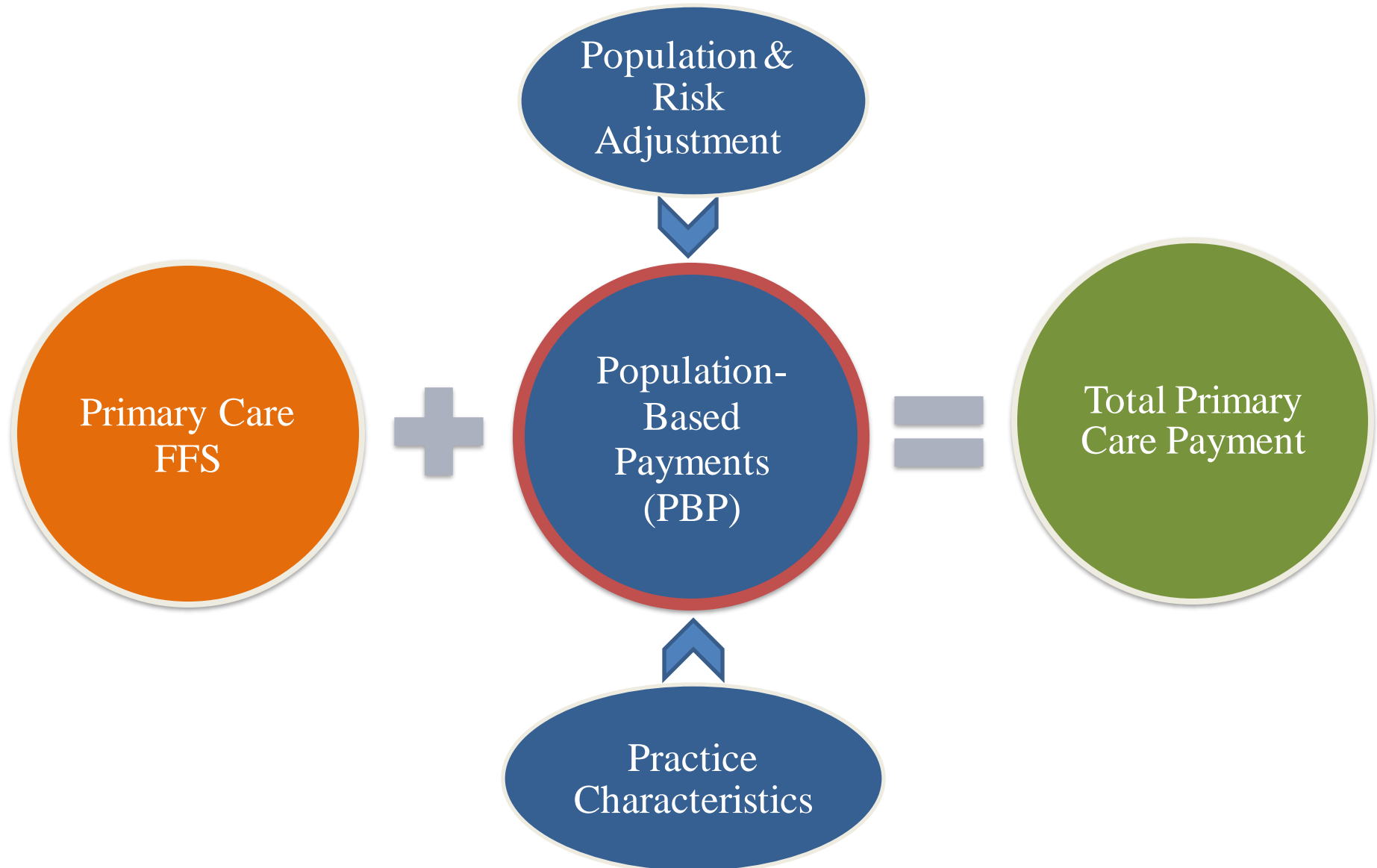
PCPlus Payment Model: Phase One

Payment Structure:



- ✓ *Population- and risk-adjusted*
- ✓ *Adjusted for performance on <10 measures*
- ✓ *Enhancements available based on practice characteristics and alignment with Accountable Communities program*

How PCPlus Rates are Set



Application/Recertification (Annually)

PCPlus Application Vs. Recertification

Application:

- Practices new to PCPlus, or are re-joining after dis-enrolling
 - Complete application questions to determine eligibility and tier qualifications
- Current PCPlus practice that demonstrate eligibility for a higher tier
 - Complete abbreviated application

Recertification:

- Annual process for current PCPlus practices
- Abbreviated process compared to initial application
- Practices who demonstrate a higher tier level will have an opportunity to move to a higher tier; practices that do not meet tier requirements will be moved down/disenrolled

Attribution (Quarterly)

Attribution Process

Primary care claims review –
24-month lookback

For July 1, 2022 –
MaineCare used dates-of-service
1/1/2020-12/31/2021, with 3 months claims
runout

Members attributed to service
location of plurality of
primary care claims (service
location on claims)

Members attributed the 1st
day of each calendar
quarter

Members may opt out of
PCPlus or update their PCP
through contacting MaineCare
Member Services

Attribution Letter

- Members attributed to PCPlus practices will receive a notification letter.
- Inform front office staff of PCPlus and the attribution letter members will receive.
- Members can opt-out of PCPlus by notifying Member Services.
- Initial attribution letter goes to all attributed members. Going forward, only new and changing members will receive these letters.

Dear «CaseHeadFirstName»,

You are receiving this letter because your primary care practice is part of MaineCare's Primary Care Plus, or PCPlus program. Through PCPlus, your primary care practice will work with your other healthcare providers to give you better care. Our records show the PCPlus practice seeing you for your primary care is «PC2.0SLPublicFacingName».

Your benefits have not changed. You can still choose the healthcare providers you want to see. There is no added cost to you for being in PCPlus. MaineCare wants you to have access to the best health care MaineCare can offer. To be sure this happens, we have changed our primary care programs to make sure your primary care provider manages the services you need for better health and works with both you and any other providers you may see.

PCPlus will help MaineCare members have access to better health care. The program makes the relationship between MaineCare and primary care practices stronger. It allows us to look at how well primary care practices are managing care for their members and work with them on what is best for our members' health.

If you have any questions, need to change your primary care practice, or would like to opt out of PCPlus, please call MaineCare Member Services at 1-800-977-6740. TTY users dial 711 for Maine Relay. Offices are open Monday through Friday from 7:00 a.m. to 6:00 p.m.

More information about MaineCare primary care and PCPlus can be found at:
<https://www.maine.gov/dhhs/oms/member-resources/primary-care-and-your-health>.

Sincerely,

MaineCare Member Services

Population and Risk Group PMPM (Annually)

Population and Risk Group PMPM (Annually)

Population Group	Generally Well	Complex
Children	\$1.65	\$4.95
Adults	\$1.15	\$3.00
Aged, Blind, Disabled	\$2.25	\$6.60
Duals	\$2.50	\$8.75



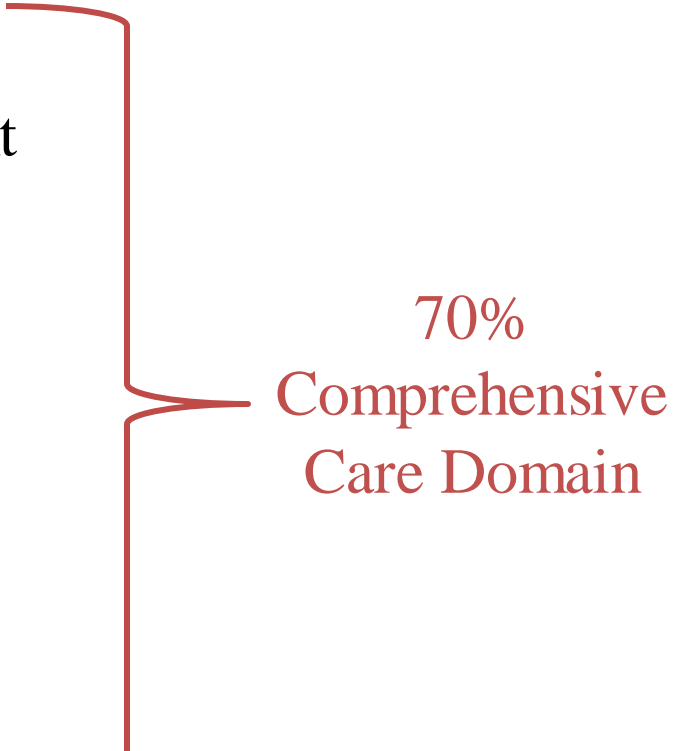
Results in one practice wide PMPM used
for all attributed members for the year*

More info about the risk score model used in PCPlus:
<https://www.cotiviti.com/solutions/quality-and-performance/dxcg-intelligence>

PCPlus utilizes a Hierarchical Chronic Condition (HCC)
rescaled prospective risk score

Performance-Based Adjustments (Quarterly)

PCPlus Quality Measures

- Acute Hospital Utilization } 30% Utilization Domain
 - Child and Adolescent Well-Care
 - Antidepressant Medication Management
 - Cervical Cancer Screening
 - Colorectal Cancer Screening
 - Controlling High Blood Pressure
 - Developmental Screening
 - Lead Screening
 - Total Cost Index
- 
- 70% Comprehensive Care Domain

Performance Based Adjustments (PBA)

- PBA = achievement score + improvement bonus
 - Achievement Score: how well you perform relative to your peers *translates into a percentage*
 - Improvement Bonus: how well you perform relative to your previous performance *translates into a percentage*
- PBA can be -10% up to 25% of Practice Level PMPM

Example: If a practice qualifies as Intermediate Level, which is \$6.30 PMPM, and they earn 10% PBA, that equates to an *additional \$0.63 PMPM*

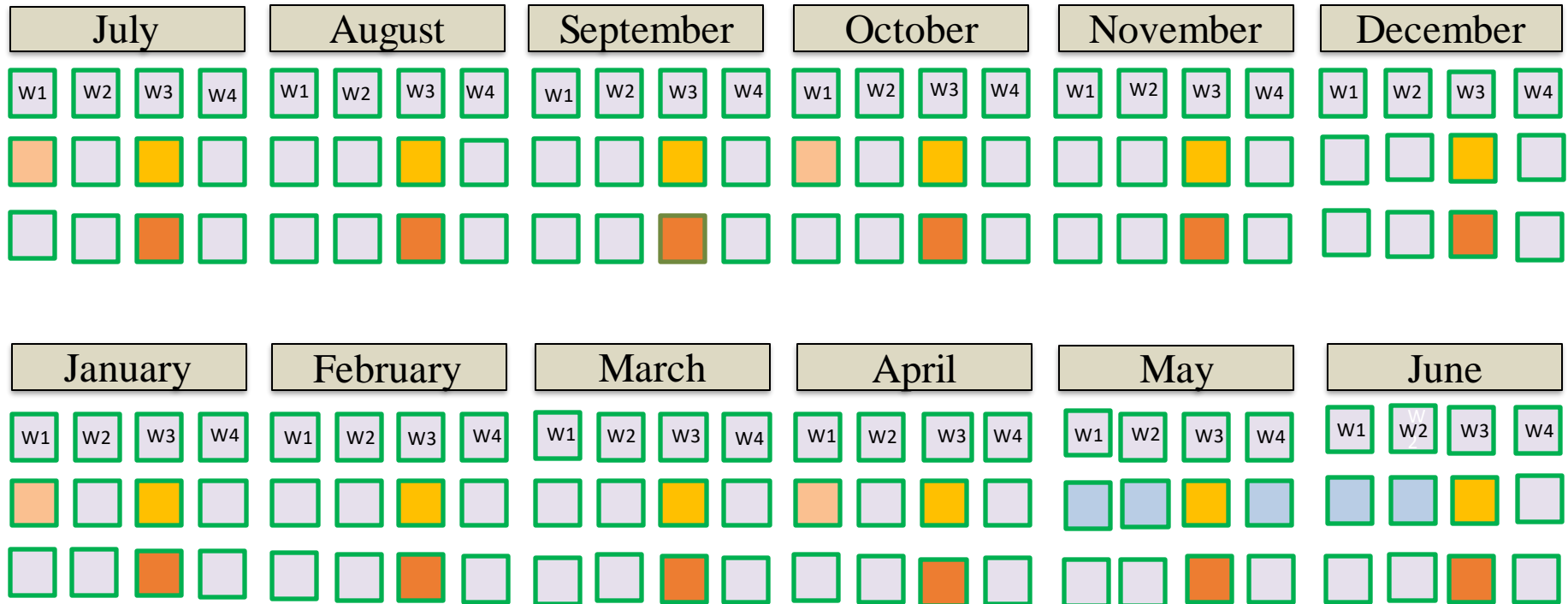
Performance-Based Adjustment: Year One

For the 1st year of PCPlus, the Practice Level PMPM is not adjusted for performance – instead each practice receives the same automatic upwards adjustment.

We will provide a more detailed overview of the Performance-Based Adjustment methodology in early 2023 after initial quality data reports have been released and the MaineCare Peer Groups are established.

Report Access and Content

PCPlus Timeline



New
Attribution
Begins



Payment
Processing



Provider
Reports
Uploaded to
Health PAS



Annual
Application/
Recertification

Reimbursement

PCPlus practices will receive Population-based Payments (PBP) each month based on quarterly member attribution.

- Attribution data will be pulled from MIMHS on the 15th of each month (or following business day) and be processed in the first payment cycle available following the data pull
- PCPlus payments will display on the Remittance Advice (RA) of participating organizations
 - The RA is delivered at the pay-to NPI level
 - Payment will appear in the Non-Claims area of the Remittance Advice (RA) as “PC2.0”
 - The amount displayed will be a total of all PCPlus-enrolled service location payments
 - If no claims are processed for the pay-to during the same payment cycle as PCPlus payments, no RA will generate
- Reconciliation can be completed by comparison to the Member Roster and Payment summary report


What impacts my payment?

Monthly payment amounts change based on:

- Quarterly changes to your attribution
- Changes to the eligibility status amongst your attributed population
- Annual changes to your Practice Level Per Member Per Month (PMPM) or your Population and Risk Adjusted PMPM

Member Roster and Payment Reports

- Uploaded to the Health PAS **File Exchange/ PCP Roster Report** folder
- Attributed members eligible for the monthly payment



MaineCare Services

*An Office of the
Department of Health and Human Services*

Report Description:
Member roster provided to all Primary Care 2.0 Providers for whom they receive PMPM payments and payment summary. This is delivered with the Remittance Advice.

Report Number: DSR0003-HPAS

Report Name: Primary Care 2.0 Member Roster and Payment

Run Date: 7/26/2022

As Of: 7/15/2022

Summary

Pay To NPI	Pay To Name	Service Location	Total Members	PMPM	Total Amount Paid
1234567890	Clancy Health Care	Augusta-006	6	\$6.00	\$36.00
1234567890	Clancy Health Care	Brunswick-002	7	\$5.50	\$38.50
1234567890	Clancy Health Care	Portland-004	3	\$5.00	\$15.00
1234567890	Clancy Health Care	Saco-008	2	\$5.50	\$11.00
		Total	18		\$100.50

Member Roster and Payment Reports



MaineCare Services

*An Office of the
Department of Health and Human Services*

Report Description:

Member roster provided to all Primary Care 2.0 Providers for whom they receive PMPM payments and payment summary. This is delivered with the Remittance Advice

Report Number: DSR0003-HPAS

Report Name: Primary Care 2.0 Member Roster and Payment

Run Date: 7/26/2022

As Of: 7/15/2022

Member attribution is processed quarterly. This report reflects those members eligible for this monthly payment.

This is an estimated eligibility end date only, as of the date of this report. Providers must verify an individual's eligibility for MaineCare prior to providing services. For more information on Member Eligibility please reference MPM Chapter 1.

NPI: 1234567890

Pay To Provider Name: Clancy Health Care

Members

Member ID	Member Name	DOB	Attribution Date	Estimated Eligibility End	Assigned Location
11111111A	Davis, Zahra	6/5/1982	7/1/2022		Augusta-006
11112222A	Henry, Lucie	5/15/1981	7/1/2022		Augusta-006
22222222A	Schmidt, Eloise	1/1/2003	7/1/2022	8/31/2022	Augusta-006
22223333A	Sherman, Paula	8/20/2007	7/1/2022		Augusta-006
33333333A	Walters, Marie	1/21/1985	7/1/2022		Augusta-006
33334444A	Warner, Alice	5/31/1995	7/1/2022		Augusta-006
77777777A	Bowen, Scott	12/31/1991	7/1/2022		Brunswick-002
44445555A	Bright, Maxwell	2/23/1981	7/1/2022		Brunswick-002
66667777A	Flynn, Dennis	7/7/1976	7/1/2022		Brunswick-002
55556666A	Goodwin, Larry	5/10/2007	7/1/2022		Brunswick-002
44444444A	King, Rachael	7/21/1948	7/1/2022		Brunswick-002
55555555A	Perry, Erik	12/28/2005	7/1/2022		Brunswick-002
66666666A	Walton, Paul	10/22/1962	7/1/2022		Brunswick-002
77778888A	Andrews, Miles	2/6/1961	7/1/2022		Portland-004
99999999A	Chandler, Owen	8/6/1957	7/1/2022		Portland-004
99990000A	Dixon, Julian	8/30/1969	7/1/2022		Portland-004
88888888A	Rice, Connor	6/18/1987	7/1/2022	7/31/2022	Saco-008
88889999A	Torres, Ronald	6/6/1997	7/1/2022		Saco-008

Reports

PCP Roster: This is a "live" listing of member attribution located in the Health PAS Trading Partner area called **View PCP Roster**

The screenshot displays the 'Secure Enrolled Provider Homepage' of the Maine Department of Health and Human Services. The top navigation bar includes links for Home, Form Entry, Account Maintenance, File Exchange, Provider Directory, MaineCare Information, Surveys, and Contact Us. A red arrow points to the 'Form Entry' link. Below the navigation bar is a row of icons for various services: View & Submit Authorizations, View & Submit Claims, View & Submit Certification, Verify Member Eligibility, View Patient Roster, View PCP Roster (highlighted with a red arrow), View Payment Detail, View & Submit Referrals, and NDC-J-Code Lookup. The main content area is titled 'Secure Enrolled Provider Homepage' and contains a welcome message, a list of features, and sections for adding additional users, X12 submission, and provider enrollment/maintenance. A sidebar on the right contains sections for Messages & Alerts (Secure Messaging and Alerts) and LMS Training.

Enable Accessibility Help

Search this site SEARCH

Home Form Entry Account Maintenance File Exchange Provider Directory MaineCare Information Surveys Contact Us

View & Submit Authorizations View & Submit Claims View & Submit Certification Verify Member Eligibility View Patient Roster View PCP Roster View Payment Detail View & Submit Referrals NDC-J-Code Lookup

Provider Home > Provider

Secure Enrolled Provider Homepage

Welcome to MyHealth PAS, our web-based administrative services tool that delivers trading partner access to medical information and medical administration transactions in real-time through secure internet connections.

The information below describes some of the features available. Please refer to our user guides for detailed instructions.

Add Additional Users to Your Trading Partner Account:

Trading partner accounts support multiple users in compliance with HIPAA security regulations. You can add additional users to your trading partner account. Please refer to the appropriate [Trading Partner Guides](#) for more details.

X12 Submission:

HIPAA X12 transactions may be submitted using the 'X12 Upload' feature under 'File Exchange' in the above navigation menu. You must be certified to submit production transactions.

View your Electronic Data Interchange (EDI) transaction certification status by selecting 'Trading Partner Status' under 'Account Maintenance.' Please refer to the appropriate [Companion Guides](#) for more details.

Provider Maintenance:

Messages & Alerts

SECURE MESSAGING
You have 0 Unread Messages

ALERTS
You have 1 Unread Documents

Provider Enrollment / Maintenance

Do you need to enroll as a MainCare provider or update your current enrollment, affiliations, or demographic data?
Go to the [Provider Enrollment Application](#) to enroll and make updates.

LMS Training

Operations and Methodology Guide and Other Supports

Operations Guide

- You will have access to an online PCPlus *Operations and Methodology Guide* that will provide you with information on:
 - Reports
 - Payment Methodology/Timelines
 - Quality Measure Details
 - Technical Assistance
 - Enrollment/Recertification Processes

<https://www.maine.gov/dhhs/oms/providers/value-based-purchasing/primary-care>

- The *Operations and Methodology Guide* is intended to be a living document, as MaineCare receives additional frequently asked questions we will update the guide accordingly

Other Supports

Primary Care Member Webpage: <https://www.maine.gov/dhhs/oms/member-resources/primary-care-and-your-health>



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Member Resources

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[Telehealth](#)

[Transportation](#)

[Primary Care & Your Health](#)

Primary Care & Your Health

A Primary Care Provider (PCP) can be a doctor, physician's assistant, or nurse practitioner, and may include other providers within a health care practice, clinic, or center. A PCP is the main health care provider responsible for managing your care.

How can my Primary Care Provider (PCP) help me?

Your PCP will:

- Manage all your healthcare needs as they know your medical history and health conditions best.
- Provide preventive care, such as tests and immunizations, to help keep you well.
- Refer you, or give approval, to see another doctor or specialist for services your PCP doesn't provide.

Many PCPS are available 7 days a week, 24 hours a day to ask urgent questions about your health needs.

- If the PCP can't see you right away, you can go to an urgent care center.
- If you have an emergency, you can go to the emergency department.



Other Supports

PCPlus Webpage: <https://www.maine.gov/dhhs/oms/providers/value-based-purchasing/primary-care>

Primary Care Plus (PCPlus)

Primary Care Plus (PCPlus) is MaineCare's new value-based approach to support primary care. PCPlus replaced Primary Care Case Management, Primary Care Incentive Payment, and primary care Health Homes with a single, integrated initiative and offers primary care practices greater flexibility and incentives to meet MaineCare members' health care needs. PCPlus transitions away from a volume-based (fee-for-service) payment system toward an approach that provides population-based payments tied to cost- and quality-related outcomes. Primary Care Plus is included as part of the [MaineCare Benefits Manual](#) in Chapter VI, Section 3, Primary Care Plus.

About PCPlus

For general information about PCPlus please see the following:

- [List of PCPlus Practices by County \(PDF\)](#)
- [Performance-Based Adjustment \(PBA\) \(PDF\)](#)
 - [Calculating Performance Based Adjustment \(PDF\)](#)
 - [PCPlus Quality Measures \(PDF\)](#)
 - [Primary Care Service Codes \(PDF\)](#)

PCPlus Application and Application Support

Primary care practices must apply to be part of PCPlus. MaineCare will open the PCPlus application period at least annually. To inquire about the PCPlus application and/or application schedule, please email PCP-Network-Services.DHHS@maine.gov

The following tools and resources that may be helpful in completing the PCPlus application:

- The Community Health Worker (CHW) Services [Environmental Scan Guide and Template \(Word\)](#) provides guidance for providers in submitting the CHW Environmental Scan, which is a PCPlus requirement for some practices..
- The [Behavioral and Physical Health Integration Tool](#) is used to understand the current level of Behavioral and Physical Health Integration within the practice and to identify an area of focus for the following twelve-month period.
- Joint Care Management and Population Health Strategy: If a practice is part of MaineCare's Accountable Communities (AC) program and it is determined that the practice qualifies for Intermediate or Advanced level of PCPlus, MaineCare will request this Strategy from the AC contracted with the practice. This is a written three-year plan, updated annually, which describes operational and financial coordination across the PCPlus practice, the AC, and any Community Care Team, that is contracted with the AC and/or the PCPlus practice.
- [Shared-Decision Making Aid Examples](#): Decision-making aids are required for PCPlus participation to support members and their families with making important decisions about their care.
- [From the First Tooth](#) supports practices in implementing the fluoride varnish service into a primary care practice to support MaineCare members under age 21.

Enhanced Reimbursement for Primary Care

Technical Assistance

- We will be providing technical assistance to help support practices on service expectations and other requirements.
- Poll: What type of technical assistance will be helpful for your practice during this initial stage of PCPlus?

Training/ Technical Assistance	Description
Ongoing Support & Orientations	OMS staff support on policy, portal, and ad-hoc questions – great for new staff, as a refresher, or to trouble shoot.
Peer Sharing/Engagement	Opportunities to collaborate across practices, ask questions, and share challenges and successes.
Resource Sharing	Connects practices to resources such as OMS updates, special projects opportunities, relevant webinars/trainings/events through collaboration with DHHS and external partners.
Open Office Hours	Regularly scheduled meetings for PCPlus providers to allow for questions.

How to Receive Updates/News: E-Messages

E- message sign-up:

<https://public.govdelivery.com/accounts/MEHHS/subscriber/new?preferences=true>

Email Updates

To sign up for updates or to access your subscriber preferences, please enter your contact information below.

Email Address

*

Submit

Cancel

Your contact information is used to deliver requested updates or to access your subscriber preferences.

[Privacy Policy](#) | [Cookie Statement](#) | [Help](#)

E-Messages

PCPlus updates will be shared under the subscription

MaineCare- Primary Care and Care Coordination



Subscriber Preferences

Subscriptions

Preferences

Questions

Subscriptions

You are subscribed to the following topics:

Topic	Check to Delete
MaineCare - Behavioral Health (BH)	<input type="checkbox"/>
MaineCare - Dental Services	<input type="checkbox"/>
MaineCare - General Topic	<input type="checkbox"/>
MaineCare - General, All Services	<input type="checkbox"/>
MaineCare - Hospital & Clinic Services	<input type="checkbox"/>
MaineCare - Initiatives and Special Topics	<input type="checkbox"/>
MaineCare - Long Term Care Services	<input type="checkbox"/>
MaineCare - Long Term Services and Supports	<input type="checkbox"/>
MaineCare - Members	<input type="checkbox"/>
MaineCare - Primary Care and Care Coordination	<input checked="" type="checkbox"/>
MaineCare - Retail Pharmacies	<input type="checkbox"/>
MaineCare - School Health Related Services	<input type="checkbox"/>

Questions?

PCP-Network-Services.DHHS@maine.gov

